

CLAIMS RETURNED OR CLAIMS NEVER HAD

CIR-4

Approved 5/11/2010

If a patron claims that an item which the library system lists as overdue was returned or that the patron never borrowed that item, the following policies will be followed and steps taken by the library staff:

1. an indicator will be generated in the library management system indicating the claim(s);
2. accumulation of fines will be suspended during the search period;
3. the staff will initiate a daily search and "hold" for the item(s) for three (3) weeks;

If the item(s) is found by the library staff, all fines and fees will be cancelled and the patrons borrowing record cleared. If the item(s) is found by the patron to have actually been in his or her possession, only the fines up to the date of claim will be assessed.

If the item(s) is not found, the item(s) is considered lost. Refer to Policy CIR-8, Fines and Fees/ Lost or Damaged Materials for subsequent procedure. Patrons will be informed of these results and the attending fees by letter within one week of the end of the search period.

Patrons remain in good standing for three months after which lost fees will be charged. Patrons are allowed up to three (3) "Claims returned" before library privileges are suspended.